INFORMATION SYSTEMS TECHNOLOGY SPECIALIST

DEFINITION
To assist in the maintenance and administration of the day-to-day operations of the City-wide network; to provide technical and non-technical support for mini-computer equipment and related networks; to provide training and assistance to users as needed; and to provide operational support of the computer network and computer system.

SUPERVISION RECEIVED AND EXERCISED
Receives general supervision from the Information Systems Manager.

May exercise technical and functional supervision over professional staff in the division.

EXAMPLES OF ESSENTIAL FUNCTIONS – *Essential functions may include, but are not limited to, the following:*

Provide maintenance support and repair on mini-computer systems and network servers; install operating system upgrades; configure system software; monitor hardware and software performance; maintain a current backup of all system information.

Review, plan, install, and maintain network hardware and operating system software on computer network; assist with network design and strategic planning.

Install, configure, and maintain network servers and network resources including routers, controllers, switches, printers, and network disc space.

Configure and maintain system equipment and resources.

Configure, document and distribute new equipment and software to users.

Maintain records, including a complete and current inventory of all computer equipment, data communication equipment and network software versions.

Assist in providing user training for equipment and software within scope of network operations.

Research and evaluate various hardware and software technologies; assist with analysis and recommendation of hardware/software solutions.

Monitor continually all new technologies in support of various systems currently in operation.

Maintain knowledge of current technology advancements and trends.

Analyze system failures, notify appropriate personnel, and take appropriate action.

Provide consulting to users by assisting in troubleshooting technical problems reported including software, hardware, communication, or network-related problems; recognize problems which require a higher level of expertise and refer them to appropriate personnel; independently resolve routine problems.

Assist in the establishment of operational controls to ensure accuracy of data processed; assist in the development of operational procedures manuals for the new systems prior to implementation and periodic updates while the systems are in production.

May perform technical tasks related to hardware and software; install and maintain terminals, personal computers, and related hardware requiring the moving of equipment weighing up to 50 pounds.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Knowledge of:
Principles, procedures, and practices of information systems maintenance and operations.

Principles and procedures of technical documentation.

Computer logic and mathematics.

Computer equipment maintenance procedures, hardware configurations, and operating principles: hardware components including, but not limited to, CPUs, disk drives, internal memory, video displays, printers, and local area networks.

Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software.

Ability to:
Configure and troubleshoot network hardware and communications equipment and operating systems, and personal computer and peripheral equipment.

Install and optimize network client software and personal computer software.

Learn and apply new technologies.

Learn and comprehend personal computer and network manuals.

Maintain records and prepare clear, complete, and concise reports.

Read, interpret, and apply complex technical publications, manuals, and other documents.

Draw logical conclusions and make appropriate recommendations.

Observe, identify, and problem solve computer and network operations and procedures.

Understand, interpret, and explain division policies and procedures.

Explain operations and problem solve computer issues for coworkers.

Work as part of a team in stressful situations to meet stringent timelines.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training:
Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:
Five years increasingly responsible experience working with networks and personal computers.

Training:
Equivalent to an Associates degree from an accredited college in computer science or a closely related field.

License or Certificate:
Possession of or ability to obtain an appropriate California drivers license.

TYPICAL WORKING CONDITIONS
Work is typically performed in an office environment. Incumbent may be required to drive on surface streets for short periods of time to perform duties at off-site locations.

TYPICAL PHYSICAL REQUIREMENTS
On an intermittent basis, may sit at a desk or computer station for long periods of time. May move heavy and/or awkward objects to gain access to network; may carry loads up to 50 pounds. Intermittently walk, stand, squat, twist, bend, reach, and kneel while working on computer hardware. Perform simple grasping and fine manipulation; maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading and writing, and operating office equipment. Use a telephone to communicate verbally and use a keyboard to communicate through written means, to review information, and enter-retrieve data. See and read characters on a computer screen. Maintain mental capacity that allows for effective interaction and communication with others.

This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbents may be expected to perform job-related duties other than those contained in this document.

IS Technical Specialist
CAT:
FLSA:

POSN: 00050